



your news

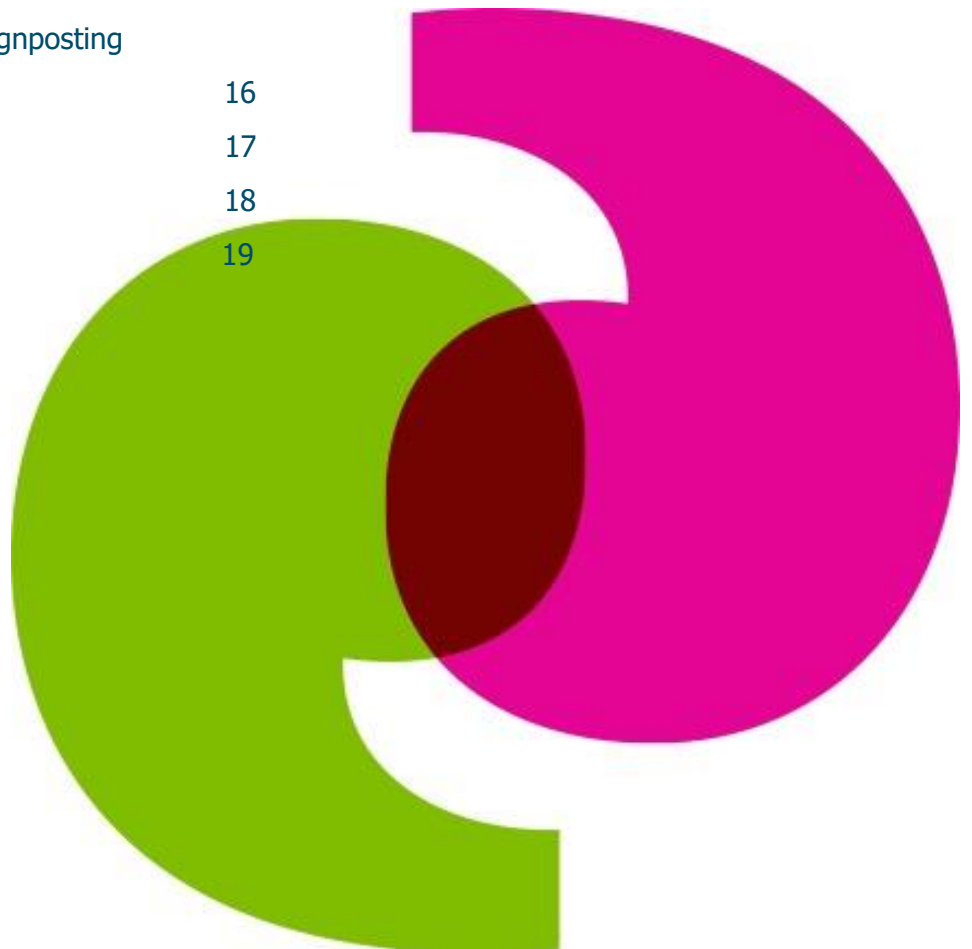
healthwatch
Rochdale

Spring 2023



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Message from our CEO



Kate Jones
CEO

We begin the spring with some very exciting news. Having recently celebrated our ten-year anniversary on 1st April we received some fabulous recognition of our work when we were successfully awarded the contract to continue to deliver the Healthwatch service in the Rochdale borough. The contract will run for three years with the possibility to extend for a further two. I am so proud of the staff team and our volunteers who work so hard to provide you with a good service and we look forward to being able to continue to do so.

So, what do we have planned for the foreseeable future?

We have recently refreshed our strategy for 2023 – 2026 following our public consultation and will soon be publishing our business plan. We have created a new workplan for the year which includes a recommencement of our Enter and View programme in local nursing and residential homes. We have recently carried out two Enter and View visits at Rochdale Infirmary, one in the Outpatients department and one at The Urgent Treatment Centre. Our report on the outpatient's department is available to read on our website and you will find more info on page 13.

We continue to want to hear your good experiences to celebrate services that are working well and helping services to learn from best practice. Please keep sharing their good work with us.

If you are interested in joining the Healthwatch Rochdale team, we have various volunteer opportunities available from Board Member to Advisory Group to Enter and View Rep to Youthwatch. We would love to have you on board so please check out our opportunities at www.healthwatchrochdale.org.uk/volunteer

Meet the Team

Non Executive Directors



**Margaret
Parker**
Chair of the
Board



**Ben
Greenwood**
Vice Chair



**David
Bradshaw**



**Melanie
Tunney**

Staff



Kate Jones
CEO



Claire Birch
Information &
Communications
Coordinator



Naomi Burke
Engagement
& Volunteer
Manager



Judith Driver
Community
Engagement
Project Worker

We name our #Healthwatch Heroes to mark our ten-year anniversary

On April 1st we reached a significant milestone – 10 years of putting people's voices at the heart of health and social care. To celebrate our anniversary, we are recognising the efforts of people who have worked with us to improve care – our #HealthwatchHeroes.

Our Healthwatch Heroes have championed change over the last ten years, resulting in better care for everyone, without their passion, nothing would have been possible.



Turn the page to find out who are our #HealthwatchHeroes



Who are our #HealthwatchHeroes?



Margaret Parker

We want to show our thanks to our Chair of the Board, Margaret Parker, for leading and steering the direction of our organisation over the last year. Margaret's leadership and support has ensured Healthwatch have fulfilled their statutory obligations whilst ensuring local people continue to have a voice as the health and social care landscape changes. Thank you, Margaret, for being our #HealthwatchHero

Ben Greenwood

Thank you to our Vice Chair Ben Greenwood for being a long serving consistent board member and stepping in as our interim chair ensuring Healthwatch received continued leadership, support and direction. Thank you Ben for being our #HealthwatchHero



Karen Kelland

We want to say thank you to our Advisory Group Chair, Karen Kelland. Thank you, Karen, for your unwavering passion in helping improve the quality of services for local people. Karen has been an integral part of Healthwatch Rochdale's successful Enter and View programme in care homes and oversaw the beginning of Healthwatch Rochdale's Advisory Group. Thank you Karen for being our #HealthwatchHero

Elizabeth Crompton

We want to say thank you to our Youthwatch member, Elizabeth Crompton for helping to give the young people of Rochdale a voice in health and care services. Elizabeth has been a committed and valuable member of Youthwatch and shares feedback from other community organisations she is involved in. Thank you Elizabeth for being our #Healthwatchhero



Quarterly Highlights

Providing support



48 people

shared their health and social care story with us in Jan, Feb, Mar.

26 people

were given information and signposting advice about local support and services

Reaching out



We carried out our resident's review and stakeholder's review and had

66 responses

47 responses from residents
19 responses from stakeholders

Making a difference to care



71 volunteers

gave their time to the work of Healthwatch Rochdale

237 hours

Were given to us by our volunteers to help us carry out our work

Read our findings on the support available locally for people going through the menopause

We have published our findings on what local people told us about their experience of going through the menopause in the Rochdale borough.

135 local people spoke to us about the symptoms they experienced and the information and support available to them locally.

Key findings of the report were:

1. Some people experiencing perimenopause/menopause weren't aware of all the symptoms associated with this period of life and put their symptoms down to other issues.
2. Perimenopause/ menopause affected areas of life including family life, intimate relationships, work life and mental health.
3. Not all health professionals were knowledgeable about perimenopause/ menopause and HRT and information provided was often generic and not personalised.

In response to these findings we made three recommendations to the Integrated Health and Social Care System.

Recommendations included.

Production of an information leaflet

For local services to sign up to the Wellbeing of Women Menopause Workplace Pledge to support employees who are experiencing perimenopause/menopause

For GPs to receive training to raise awareness of perimenopause/menopause.

This report is phase 1 of our findings and Healthwatch Rochdale are now going to carry out additional in depth work speaking to communities who are often unheard. You can read the full report at

www.healthwatchrochdale.org.uk

Share your experience of using local health & social care services

www.healthwatchrochdale.org.uk

healthwatch Rochdale

TALK TO US!

The banner features the Healthwatch Rochdale logo in the top right corner. The main text is in a large, bold, dark blue font. Below the main text is the website URL in a smaller, bold, dark blue font. In the bottom right corner, there is a graphic of two stylized human figures, one green and one blue, holding up a black sign with the text 'TALK TO US!' in white capital letters.

Listening to local voices.



Healthwatch Rochdale regularly engage with residents across the Rochdale Borough. We encourage people to speak out and share their experience of health and care services to ensure their voices are heard.

To encourage more residents to share their views with us we are out and about speaking with our local communities and regularly attend community events helping us build trusted relationships and keep us in touch with local issues and what matters to you.

Did you know?

During the last quarter we raised awareness of Healthwatch Rochdale at 17 sessions, we held 18 Information, Advice and Signposting Surgeries and 7 focus groups.

SOME OF THE THINGS WE DO:

- Listen to and record residents' feedback about local health, NHS and care services
- Help people find local support
- Develop relationships with key partners, especially within the voluntary and community sector
- Help people to understand more about how we work, and why sharing their experience is important
- Attend events across the borough
- Hold weekly Information, Advice and Signposting Surgeries
- Offer volunteering opportunities
- Make a positive difference to local services from the feedback we receive.

Partnership Working

Healthwatch Rochdale work alongside some amazing groups and organisations within the Rochdale Borough. We love to hear from Rochdale residents who are part of these groups ensuring their voices are heard.



Memory Wellbeing Café

Home Instead are a local home care provider who hold a regular engagement event at Butterworth Hall, Milnrow as part of their Dementia Wellbeing Café service. This is a great opportunity for carers and the cared for, to socialise, take part in activities such as art and singing and give us an opportunity to give information, advice and signposting whilst gathering feedback on local health and care services. For more information on Home Instead please see www.homeinstead.co.uk/rochdale/

Veterans In Communities

Veterans in Communities (VIC) are a group specifically for those whom have served in the forces. They meet regularly each month at various locations in the Rochdale borough. Healthwatch Rochdale recently joined the Middleton group where we were very warmly welcomed and discussed local health care services alongside GP appointments. For more information on this group please see:

www.veteransincommunities.org/index.html



“One thing I love about working for Healthwatch Rochdale is meeting people, of all ages, from different walks of life. It is rewarding giving Information, Advice and Signposting people to the right services they need as well as getting to know more about them as individuals.”

Judith Driver,

Healthwatch Rochdale Community Engagement Project Worker

Positive Feedback

Healthwatch Rochdale like to share where services are working well alongside showing where improvements need to be made.

We share positive experience via:

- #Feedback Friday – every Friday we celebrate a local service for providing good service based on the feedback we have received under the hashtag #FeedbackFriday
- In our Enter and View Reports we highlight what is working well at the start of the report
- We celebrate and share when services respond positively to our recommendations and use the views we have collected to help improve and shape patient experience.
- We always ask people to share what is working well.

DIABETIC EYE SCREENING SERVICE



I was asked to go for my eye screening at Heywood Phoenix Centre. It was a very positive experience.

No waiting and I was referred to The Christies Hospital in Manchester.



ASHWORTH STREET SURGERY



I can get an on the day phone appointment if I ring by 8am.

You can get an appointment to see your own doctor within 2wks or sooner if you are happy to see any doctor.



SPRINGHILL HOSPICE



My daughter was taken care of by Springhill Hospice

She had a number of things that made care for her completely impossible and the guilt we had from that was made bearable by the amazing staff at Springhill. Without their support I really don't know what we would have done. It is vital that funds are raised for these services to continue and praise given.



FAIRFIELD HOSPITAL



I had my hip replacement at Fairfield Hospital.

The staff were great.

Nothing was too much trouble for them.

A very positive experience.





What are the functions of a Healthwatch?

Healthwatch was established under the Health and Social Care Act 2012 to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

We exist on a national and local level, working towards the same goal of enabling people to have a voice about their health and social care systems.

Local Healthwatch are funded by and accountable to local authorities.

Their main statutory functions are to:

Obtain the views of people about their needs and experience of local health and social care services. Local Healthwatch make these views known to those involved in the commissioning and scrutiny of care services.

Make reports and make recommendations about how those services could or should be improved.

Promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.

Provide information and advice to the public about accessing health and social care services and the options available to them.

Make the views and experiences of people known to Healthwatch England, helping us to carry out our role as national champion.

Make recommendations to Healthwatch England to advise the CQC to carry out special reviews or investigations into areas of concern.





Use Your Voice

Healthwatch Rochdale champion the voices of Rochdale residents. Our vision is for a better health and social care experience for everyone in Rochdale.



PPG Recruitment

Would you be interested in being part of your local GP Surgery Patient Participation Group? Being part of your PPG ensures your patient voices is heard and an influence in shaping the delivery of service.

PPG's are made up of patients, carers and GP staff who meet to discuss lived experiences, practice issues and discuss ways in which to improve the services.

You can sign up on our website www.healthwatchrochdale.org.uk

Information, Advice and Signposting Surgeries

We hold numerous surgeries in all townships across the Rochdale borough giving our local residents the opportunity to come and speak with us face to face and ask their questions regarding local health and care services.

You can find dates, times and locations of all our surgeries under the events section on our website or on page 16 of this newsletter.



Feedback Focus Groups:

We would like to connect with stakeholders, groups and organisations to join existing sessions to speak to local people about their experience of using local health and social care services in the Rochdale borough.

Residents voices are important and their feedback can help make improvements to services and highlight positive praise for staff and services.

Please contact us to attend your group for open discussions and topical conversations. Email us at info@healthwatchrochdale.org.uk

Enter and View visit at Rochdale Infirmary Outpatients

Department

We have published our findings, recommendations and provider response following our recent Enter and View visit to Rochdale Infirmary Outpatients Department.

The visit was the first Enter and View carried out in the Rochdale borough since the Covid 19 pandemic.

The visit was a planned visit and Rochdale Infirmary management and staff worked in partnership with Healthwatch Rochdale to ensure a smooth and effective visit.

Following the visit Healthwatch Rochdale made seven recommendations for improvement and received a response and action plan from Rochdale Infirmary management within the statutory time frame.



Recommendations we made were:

1. Waiting times to be written on the notice board in the clinic
2. All patients to receive an information booklet about what to expect at their appointment and a map of the hospital to show the location of the clinic.
3. For the reception grille to be fixed and for a sign to be visible informing patients of the need to book in at the main reception before going to clinic.
4. Information and/or signage to be available in other languages in accordance with the needs of Rochdale borough residents.
5. Notice boards to be updated with information on how to provide feedback or make a complaint and that waiting times are written on notice boards in clinic.
6. To consult with patients or a patient experience group to ensure the new outpatients department is created in coproduction with patients and their needs and requirements are taken into consideration.
7. To carry out an EIA regarding the transformation of the outpatients department to identify impact on patients and identify actions to mitigate this.

You can read the full report and response at www.healthwatchrochdale.org.uk

Winter Warmer Packs

Youthwatch Rochdale were thrilled to have received a grant from Action Together to provide Winter Warmer packs for the young people of the Rochdale borough.



Listening to Youth Voices

We have been hearing from many young people across the Rochdale borough about how the cost of living is affecting them. One of their concerns has been around increasing utility bills for their families.

We wanted to create some Winter Warmer packs specifically for young people to help them keep warm and well in the winter months.

Sharing is Caring

We were very fortunate to receive a grant from Action Together to help us fund our Winter Warmer packs.

Without this grant we would not have been able to include as many items within these packs.

Thank you to Action Together for their support and thank you to Youthwatch members for the suggested contents.



Creative Teens

Youthwatch Rochdale Linked with Creative Teenage sessions CIC E*I*S (Empowering, Inspirational, Sisters) Group at The Carnegie in Castleton. The group meet weekly to empower, strengthen friendships, create wonderful art and enhance their wellbeing. The young women were thrilled with their Winter Warmer Packs. One young person commented, "Thank you for all these things, I can't wait to use the hot water bottle to keep warm"



Information, Advice and Signposting Sessions

Healthwatch Rochdale play an important role in listening to your experience of using health and care services and helping people to get the information they need to take control of their health and care and find local services that will provide them with the right support.

We can also sign post residents to relevant organisations such as Rochdale Advocacy Hub and Rochdale Carers Hub.

We have a number of sessions across the borough – we welcome you to come along and speak to us. All sessions run from 10am – 12pm.

Rochdale Infirmary

- Monday 26th June
- Monday 24th July
- Monday 28th August

Deeplish Community Centre

- Tuesday 13th June
- Tuesday 11th July
- Tuesday 8th August

Rochdale Leisure Centre

- Wednesday 7th June
- Wednesday 5th July
- Wednesday 2nd August

Rochdale Central Library

- Wednesday 28th June
- Wednesday 26th July
- Wednesday 23rd August

Smallbridge Library

- Thursday 1st June
- Thursday 6th July
- Thursday 3rd August

Spotland Library

- Thursday 8th June
- Thursday 13th July
- Thursday 10th August

Castleton Library

- Thursday 15th June
- Thursday 20th July
- Thursday 17th August

Balderstone Library

- Thursday 22nd June
- Thursday 27th July
- Thursday 24th August

Norden Library

- Thursday 29th June
- Thursday 31st August

Volunteers are at the heart of all we do....



Healthwatch Rochdale are currently looking for voluntary board members to help us with strategic decision making and shaping our work plans.

There are lots of benefits to volunteering with Healthwatch Rochdale, whether you want to help give a voice to residents in your community or develop your professional skills in a health and social care organization. Healthwatch Rochdale can tailor the volunteering experience for you.

Healthwatch Rochdale board members play a vital role in shaping us as an organisation as well as local health and care services.

Board members meet monthly, and meetings taking place virtually.

As a board member your role is to ensure that Healthwatch Rochdale is managed effectively and efficiently whilst also adhering to our code of conduct and inline with our statutory duties.

Ideally- but not essentially- board members will have a range of skills including:

- good communication skills
- strategic thinking
- passion to make a difference
- awareness of health and social care issues locally
- project management



Volunteering with us

If you have time to spare and skills to share, please contact us to find out about our flexible volunteering opportunities at Healthwatch Rochdale

Website: www.healthwatchrochdale.org.uk/volunteer

Telephone: 01706 249 575

Email: info@healthwatchrochdale.org.uk

Youthwatch

Rochdale

Youthwatch Rochdale is for young people aged 13–18 years old who either live, work, study or access services within the Rochdale borough.

Youthwatch Rochdale is a voluntary experience to help young people of the Rochdale borough build on essential skills and ensure the youth voice is heard regarding health and social care in the Rochdale borough.

Youthwatch members meet the second Tuesday of each month online via Zoom. Each month there is a thematic topic, that links to feedback or requests from the young people.

There is also a chance for the young people to share feedback, ask questions and share insights from their peers.

If Youthwatch members attend 5 sessions they receive a £25 voucher of their choice. Over the last year we have rewarded 6 young people with a voucher and certificate of participation to thank them for giving their valuable time to us.

**Youthwatch upcoming meetings:
May 9th, June 13th, July 11th, August 8th**

Recent topics and themes have been:

- LGBTQ support locally
- Further/higher education – options and choices
- Mental health and well being
- Additional needs within educational settings
- School Nursing Services

Our Youthwatch monthly meetings also link with the Youthwatch 100 (#YW100) which is a group of young people who answer our short online surveys and can win a £20 voucher for sharing their views.

If you would be interested in learning more about Youthwatch Rochdale and how youth voice can be heard please email info@healthwatchrochdale.org.uk

“Thank you for the £25 voucher. I enjoy meeting with other young people and online works better for me and I enjoy the open discussions and the fact that our voices can be heard. I do feel like the guest speakers also help.”

Bailey, 16, Rochdale Sixth Form

Healthwatch Rochdale Advisory Group

Our Advisory Group is a group of volunteers created to give local people a stronger voice in ensuring the lived experiences of those using NHS and/or care services shapes the work of Healthwatch Rochdale. Our Advisory Group work with staff & board members to identify local priorities & concerns and suggest actions for emerging issues.

The Advisory Group meet once a month online for 2 hours and their role is to ensure feedback from the lived experiences of local residents accessing NHS and/or care services inform and shape the work of Healthwatch Rochdale.



This month's Advisory Group took place on 5th April and the following areas of work were discussed:

- GP website and access
- Menopause
- Pharmacy
- Alkrington Hub
- Enter and View
- PPG Recruitment

Advisory Group members also raised issues regarding dentistry and changes to registration of deaths.

If you are interested in becoming an Advisory Group member you can find more info at www.healthwatchrochdale.org.uk/volunteer

Healthwatch Rochdale
Suite 5, No. 2 The Esplanade
Rochdale
OL16 1AE

www.healthwatchrochdale.org.uk

telephone: 01706 249 575

text: 07520645142

email: info@healthwatchrochdale.org.uk



@HWRochdale



@HWRochdale



@healthwatchrochdale
